CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: CDO153					
Classification Specification: DEVELOPMENT PERMIT TECHNICIAN - LEAD					
Salary Range: AF29					
Position Description (Working Title): <u>Lead Development Permit Technician</u>					
Incumbent:					
Location: Community Development - Permit Center					

GENERAL PURPOSE:

Under the direction of the Permit Center Manager, assist in planning, organizing, and coordinating the work of Development Permit Technicians and support staff; ensure that technical and customer service assistance and information is provided in an efficient and effective manner; act as lead for assigned staff; and perform the full range of technical duties.

Work is characterized by lead level responsibilities in planning, scheduling, organizing and directing assigned staff. Incumbent must possess excellent organization, project management, and communication skills to lead assigned staff, coordinate, dispense and monitor the processing of a wide range of zoning, building, fire, engineering and other land use and development processes and procedures. Incumbent performs specialized, customer service, technical and administrative duties requiring in depth knowledge of City codes, permits and processes, use of judgment and tact, and the ability to deal with the public in person and on the telephone. Incumbent assists with completion of applications, reviews applications, plans and related documents for completeness, intakes all City permit applications, accurately data enters them into the automated permit management/tracking system, calculates applicable fees, routes applications, plans and related documents to appropriate personnel for review and once approved issues permits. Incumbent maintains related records and reports. Incumbent deals routinely with the competing and sometimes conflicting needs of clients, staff and citizens. Incumbent is required to maintain professional composure and demonstrate tact, patience and courtesy at all times.

Work is performed under limited supervision. Supervisor set the overall objectives and resources available. Employee and supervisor work together to develop deadlines, projects, and work to be completed. Employee is responsible for the work, plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives.

Employee keeps supervisor informed of progress, potentially controversial matters, or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, or effectiveness of results.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Plan, organize and lead the work activities of assigned staff involved in permit issuance and providing construction and land use and other related code interpretation information.

Provide technical support and assistance to assigned staff. Respond to customer complaints and inquiries.

Coordinate development permit technician work schedules for flextime, vacations, off-counter days and training.

Assist Permit Center Manager in the development of a permit center procedure manual. Maintain and update the manual as required.

Review land use, development and construction permit applications from the public to determine if they are adequately complete for acceptance. Instruct applicants when further information is needed before applications can be reviewed and permits issued.

Provide information to customers and the general public regarding permit approval processes and procedures, code requirements, plan review information, and related documentation; assist customers with processes and procedures and with meeting code requirements in an understandable service-oriented manner to customers with varying degrees of technical knowledge.

Inputs data into the automated permit management/tracking system and update information as changes occur.

Utilize automated permit management/tracking system to calculate fees based on square footage, other standardized data, or applicable ordinances. Provide instruction to applicant on proper fee payment procedure.

Determine proper classification of permit application, organize and route permit applications, plans and related documents in accordance with established procedures.

Monitor the review process by tracking applications through the approval process.

Collate and assemble approved final set of plans.

Notify applicant and issue permits after ensuring that all necessary approvals are obtained, all required documentation is complete, and all requirements are addressed.

Respond to citizen inquiries and concerns regarding permit applications and other development/construction related issues.

Create and maintain detailed record of applications, inspections, permits, and related actions and documents; create and maintain reports of permit center activities as directed.

Assist Permit Center Manager in permit processing workload management; research and organization of data; development of special projects, reports and studies; analyzing and organizing information and reports related to permit processing activities; and making recommendations to Permit Center Manager as appropriate.

Train and/or coordinate training of assigned staff to familiarize personnel with new interpretation, rulings, ordinances, policies, and procedures to maintain consistency and increase staff knowledge.

Assist in the selection of employees; lead and assist in the evaluation of assigned personnel.

Participate in and assist with ongoing evaluation of the permit process to aid in improving customer service, productivity and efficiency.

Provide administrative support to answer multi-line telephones, filing, and composing, typing and editing memorandums, correspondence or reports.

Participate in meetings and serves on committees. Meet with the Permit Center Manager to discuss policy issues and problems, to review unique cases and to coordinate permit center operations.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

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KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Municipal development standards, relevant codes, ordinances and regulations
- Governmental regulatory responsibilities, various types of permit applications and approval processes, and related documents
- Applicable state and local laws, codes, regulations, policies and procedures
- City and department organization, operations, policies, procedures and objectives
- Principles and practices of training and supervision
- Methods, principles and practices of effective conflict resolution
- Automated permit management/tracking systems
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy
- Modern office practices, procedures and equipment including personal computers and related software such as permit management/tracking, word processing and spreadsheet programs
- · Arithmetic and basic mathematics
- Oral and written communication
- Professional telephone techniques and etiquette

SKILLED IN:

- Operation of standard office equipment such as personal computers, printers, scanners, typewriters, microfiche readers, telephones and calculators
- Applying principles and practices of training and supervision
- Use of automated permit management/tracking systems
- Demonstrating effective interpersonal communication and providing positive customer service using tact, patience, empathy and courtesy
- Using effective telephone techniques
- Interacting positively and effectively with diverse individuals to accomplish common goals
- Recognizing significance of technical details and when to notify appropriate personnel
- Communicating in writing
- Conflict resolution

ABILITY TO:

 Support the operation of the Permit Center through reliable, predictable and timely processing of work

- Establish and maintain a positive and professional relationship with customers, assigned staff, co-workers and supervisors in a variety of situations
- Follow verbal and written instructions from supervisor
- Exercise independent judgment in defining and resolving issues, policies and procedures within scope of authority
- Maintain work hours as well as work assignments to support the team as a whole
- Work effectively under stress and to meet deadlines as required
- Understand various permit application forms and whether they are complete
- Read maps, site plans and construction drawings and identify obvious omissions
- Use an automated permit management/tracking system
- Provide clear and accurate information to a wide variety of people, verbally and in writing
- Work effectively on several project concurrently
- Train, lead and provide work direction to others
- Plan and organize work
- Understand and carry out written and oral instructions
- Prepare and maintain accurate records and generate reports
- Analyze situations accurately and adopt an effective course of action

EDUCATION AND EXPERIENCE REQUIRED:

Education: Graduation from high school, general education degree (GED) or

equivalent; supplemented by college level course work in Business

Administration, Planning or closely related field; and

Experience: Three (3) years of increasingly responsible experience working with the

public in an office environment, utilizing typical office equipment including a minimum of two (2) years experience working in a government permitissuing office at a level equivalent to a Development Permit Technician.

Or: In place of the above requirements, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skills and ability to perform the

essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Possession of or ability to obtain certification from the International Code Council (I.C.C.) as a Permit Technician within 24 months of employment
- Experience using an automated permit management/tracking system is preferred

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment used in a customer oriented permit process center including, but are not limited to, personal computer including permit management/tracking, word processing, spreadsheet and other software; scanner, printer, telephone, fax machine, calculator, typewriter, and copy machine.

Standard and specialized hand and power machines, tools and equipment used in a customer oriented permit process center including, but not limited to, microfiche reader, architects and engineers scales, staplers, code and reference books and software, and related documents and tools.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use arms, hands, fingers to reach, handle, or feel; talk; and hear. The employee is frequently required to reach with hands and arms; stand; and walk. The employee must lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed primarily in a typical office environment, subject to many interruptions, continuous contact with the public both by phone and in person, and occasionally dealing with angry, upset and/or irate individuals. The noise level in the work environment is usually moderate.

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SIGNATU	RES:				
Incumbent	t's Signature	Date	Supervisor's Signature	Date	
Approval:					
	nt Director/Designee	Date	Employee Services Director	Date	
**Note:	This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant or, if the duties of this position are changed significantly.				

Revised 7/13/09